PRISM 2006 SOFTWARE GUIDANCE #2:
THE PRISM SOFTWARE AND FIREWALLS

With the popularization of the internet, the term *firewall* is becoming more and more common. Computer firewalls act as a barrier between computers on a network. For example, if you work in a large company or know people who do, you may have heard statements such as, "I can't use that site because they won't let it through the firewall." For companies with a computer network or for individuals with a permanent connection to the internet (such as through DSL or cable), a firewall can be important.

A firewall is simply a program that filters the information coming through the Internet connection into your private network or computer system. If incoming information is flagged by the firewall, it is not allowed through. Firewalls can come in the form of hardware or software. Most PRISM 2006 Software users will have software firewalls. Without getting into the complex details of how firewalls work, suffice it to say that they function with a set of filters that are constantly monitoring traffic on the network. Whenever information triggers one of the filters, the firewall prevents it from passing through in an attempt to prevent damage. Of course, firewalls sometimes block wanted traffic, and through a continual process of refinement, the filters can be customized to improve their efficacy.

If you have a firewall installed, it is likely that the firewall's filters prompted you to "allow" or "unblock" access to PRISM when you first loaded the PRISM 2006 Software. If you allowed or unblocked access, your firewall created an exception and will permit you to synchronize with other users. If, however, you did not allow or unblock access you may not be able to synchronize. One way that you can detect if a firewall is keeping you from synchronizing is an error message which reads, "Cannot find the target computer."

In the following pages you will find guidance on how to allow access to PRISM when you're first installing the software. Guidance is also provided on how to customize your firewall filters manually. This guidance is for when you are not prompted to allow access and you are having trouble synchronizing. Again, if you have a firewall installed on your computer, allowing access to PRISM is necessary so that the PRISM 2006 Software is able to exchange information between your computer, the PRISM website, and other reviewers.

The PRISM Helpdesk will provide technical support for four brands of software firewalls:
1. Windows XP
2. Norton
3. McAffee
4. Zone Alarm

WINDOWS XP FIREWALL - FOLLOWING SYSTEM PROMPTS

A. Open the PRISM application. Choose Unblock when prompted. If you are not automatically prompted to Unblock the first time you open PRISM, please refer to the separate instructions for creating a manual exception in the Windows firewall. After Unblocking connections, try to synchronize from another computer. If synchronization succeeds your firewall is correctly configured.
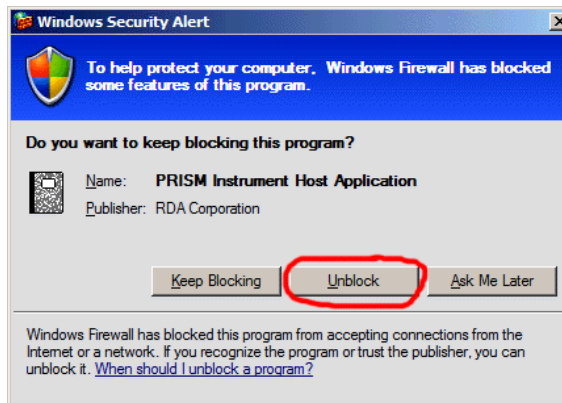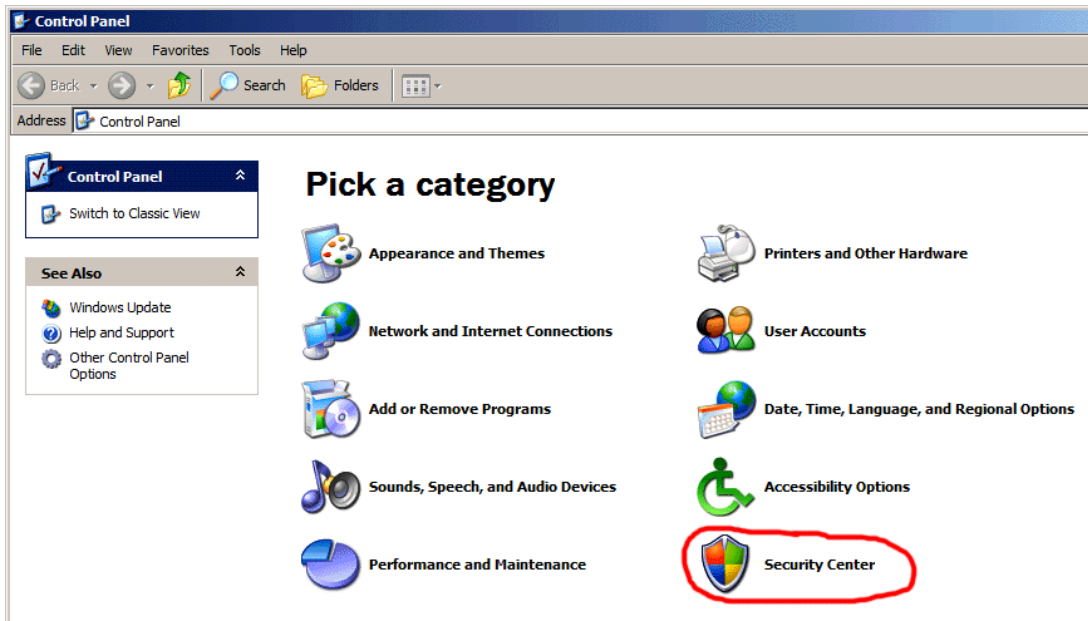

B. From the Start Menu, move the mouse pointer over Settings, then click on Control Panel.

C. Open the Windows Firewall Control Panel.

NOTE: If you do not find the Windows Firewall or Security Center Control Panel, you may not have Windows XP Service Pack 2. These instructions apply only to Windows XP Service Pack 2 and greater.

1. If your Control Panel is in Classic View, double-click on Windows Firewall and skip to step D.
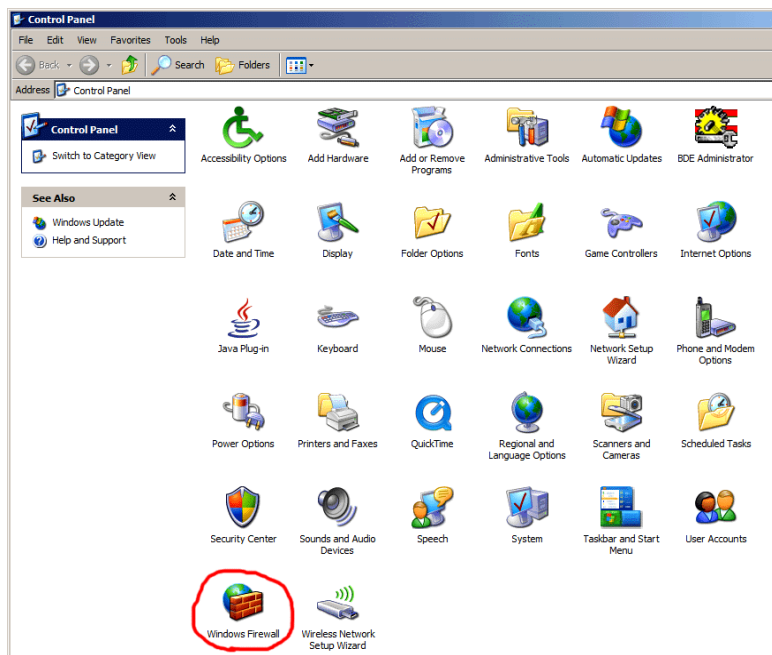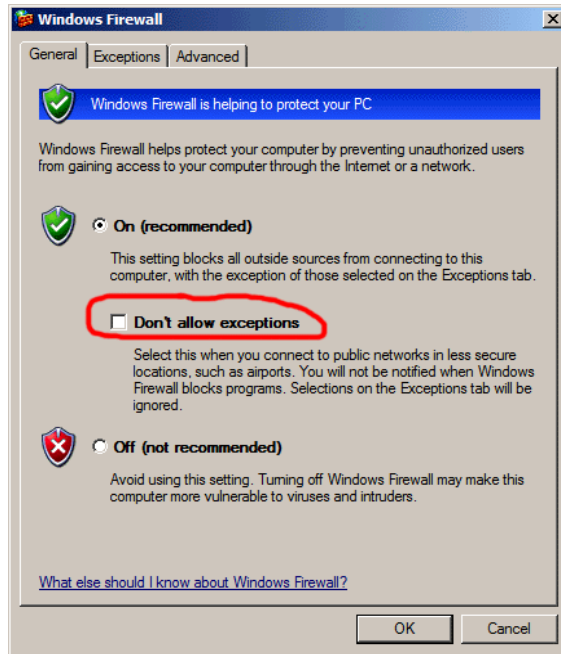
2. If your Control Panel is in Category View, click the Security Center icon.

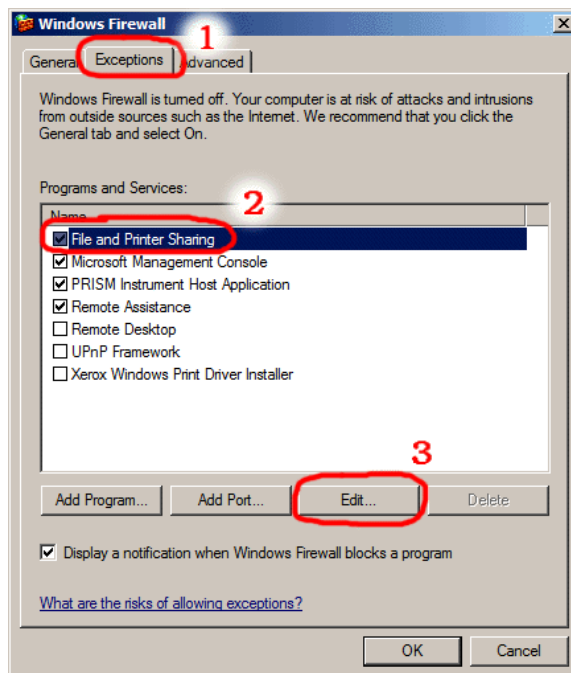3. In the Security Center, click on Windows Firewall.

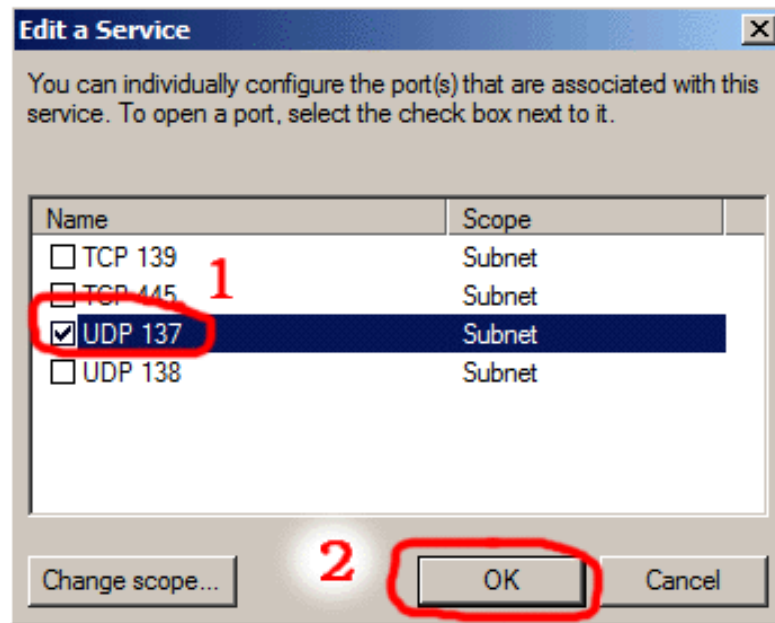D. Make sure there is no check mark next to "Don't allow exceptions."

E. Define Firewall Exceptions.

1. Click on the Exceptions tab.

2. Click the item labeled File and Printer Sharing.

3. Click Edit.

F. Edit the File and Printer Sharing service.

    1. Click to place a check mark next to the item labeled UDP 137.
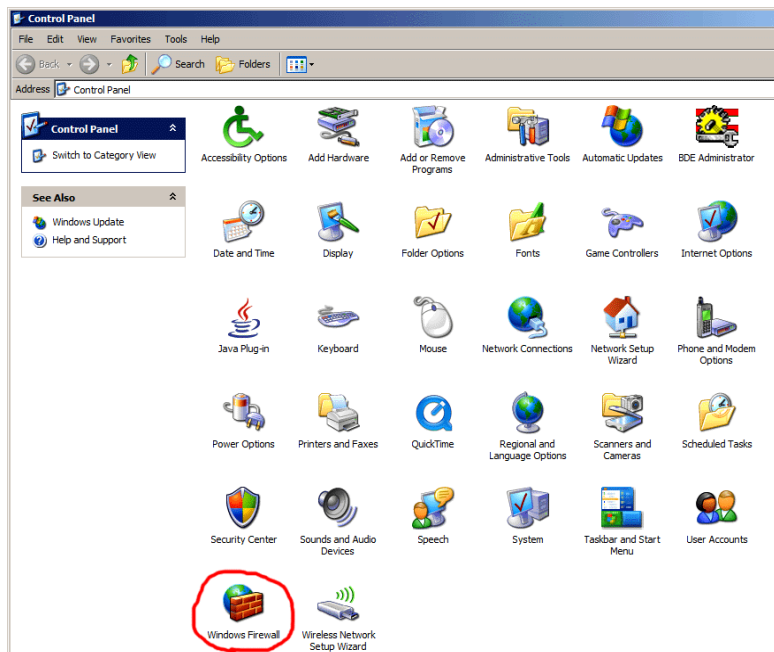
    2. Click OK to leave the Edit a Service window.

Edit a Service

You can individually configure the port(s) that are associated with this service. To open a port, select the check box next to it.

Name	Scope	
☐ TCP 139	Subnet	
☐ TCP 445	Subnet	**1**
☑ UDP 137	Subnet	
☐ UDP 138	Subnet	

Change scope...   **2**   OK   Cancel

G. Click OK to close the Window.

# WINDOWS XP FIREWALL-CUSTOMIZE FILTERS MANUALLY OR ADD PRISM

A. From the Start Menu, move the mouse pointer over Settings, then click on Control Panel.

B. Open the Windows Firewall Control Panel.

   NOTE: If you do not find the Windows Firewall or Security Center Control Panel, you may not have Windows XP Service Pack 2. These instructions apply only to Windows XP Service Pack 2 and greater.

   1. If your Control Panel is in Classic View, double-click on Windows Firewall and skip to step C.
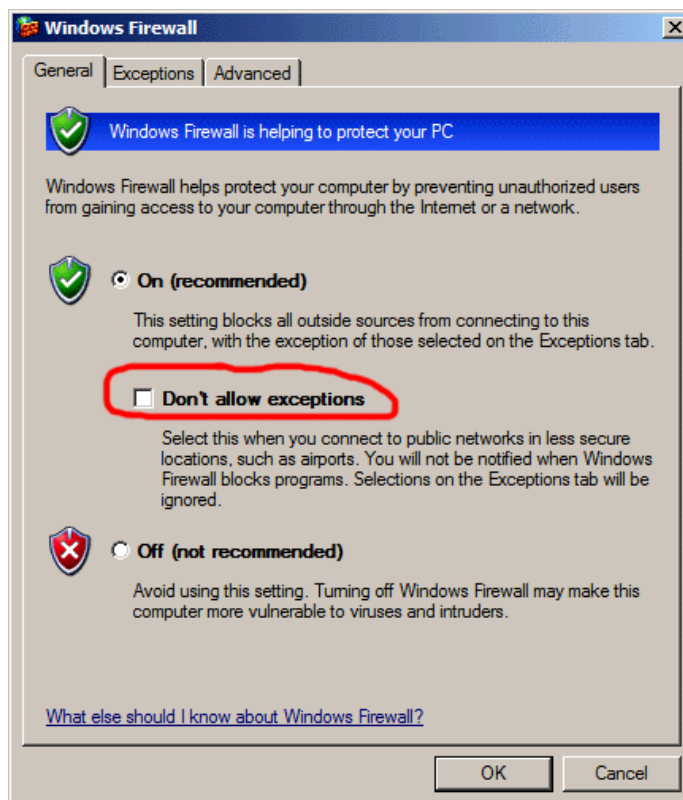

   2. If your Control Panel is in Category View, click the Security Center icon.
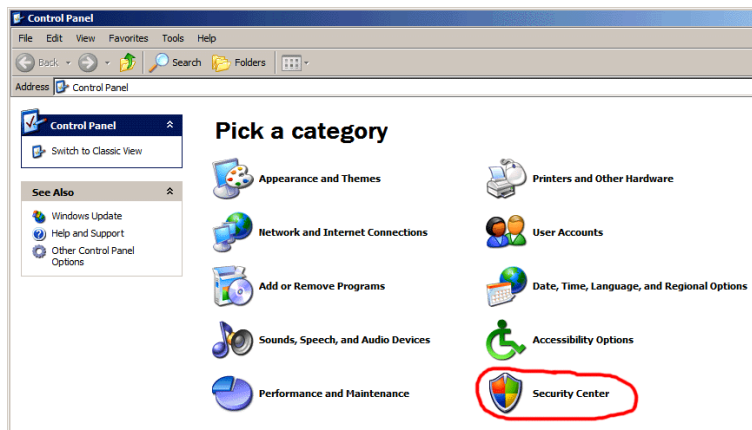
3. In the Security Center, click on Windows Firewall.
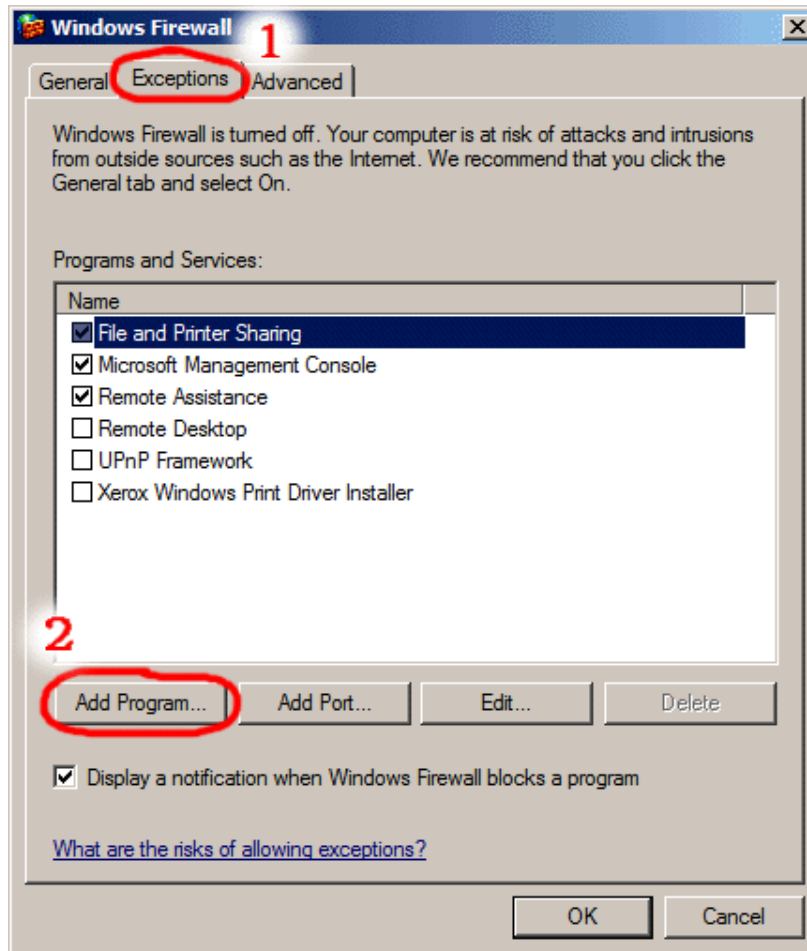

C. In the Windows Firewall Control Panel make sure there is not a check mark next to "Don't allow exceptions."
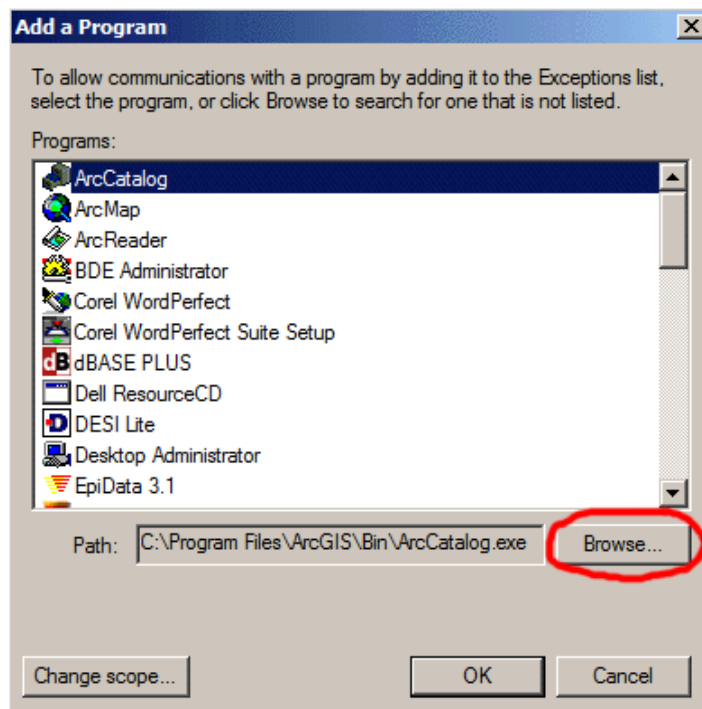
D. Define Firewall Exceptions.

    1. Click on the Exceptions tab.

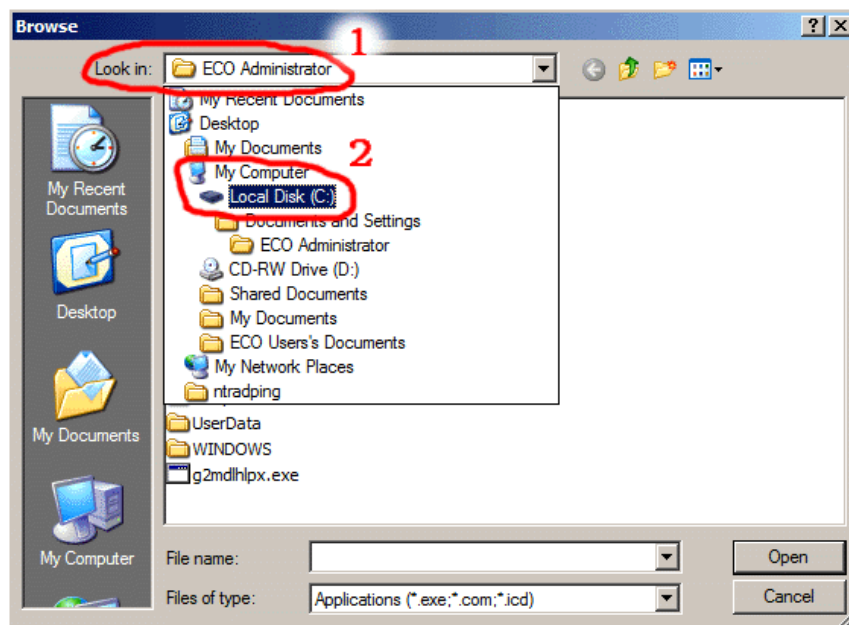   2. Click the Add Program… button.

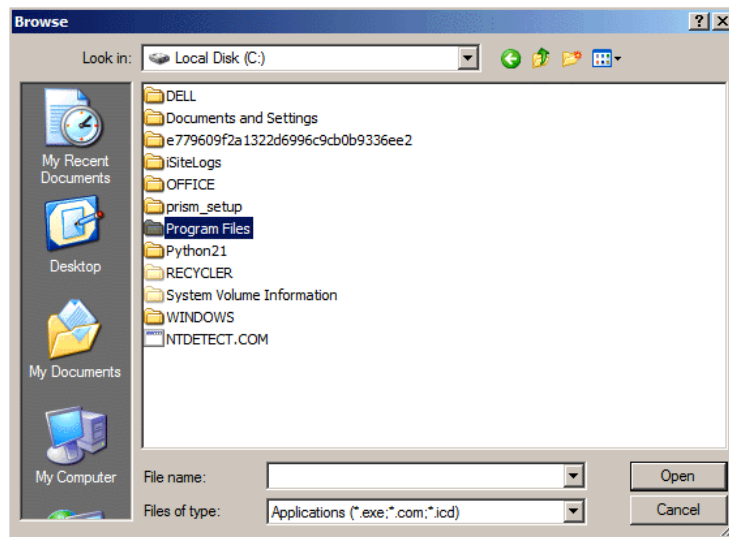3. In the Add a Program window, click Browse....

4. Switch to the C drive.

5. In the upper right corner of the Browse window click the popup menu labeled "Look in:."

6. In the popup menu click on Local Disk (C:).

7. In the Select a Program window, navigate to the PRISM.host application and double-click it. By default it is located at:

C:\Program Files\RDA\PRISM\PRISM.host

Double click on the Program Files directory. In that directory, double-click the RDA directory, then the PRISM directory. Inside the PRISM directory double-click the file named PRISM.host.

8. Click OK to close the Add a Program window. If you are prompted with an error "PRISM.Host.exe is already in the list of exceptions," click OK, and click Cancel in the Add a Program window.
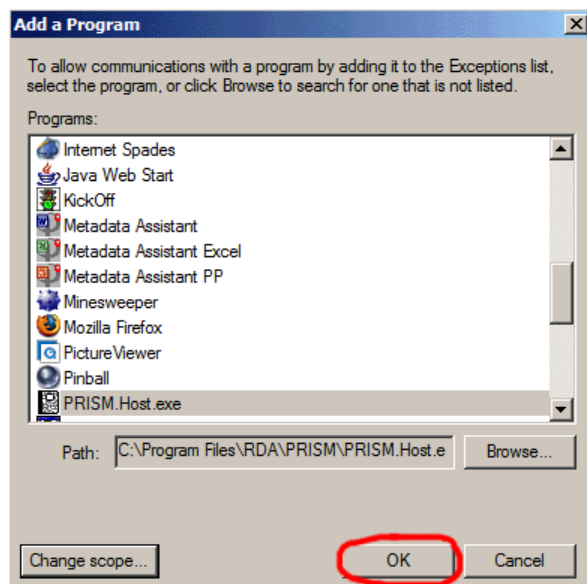
9. Make sure the PRISM.Host exception is enabled by clicking to place a check mark next to PRISM.Host.exe in the Programs and Services list. Click OK to close the Windows Firewall.

WINDOWS XP FIREWALL – DISABLING THE FIREWALL

A. From the Start Menu, move the mouse pointer over Settings, then click on Control Panel.

B. Open the Windows Firewall Control Panel.

NOTE: If you do not find the Windows Firewall or Security Center Control Panel, you may not have Windows XP Service Pack 2. These instructions apply only to Windows XP Service Pack 2 and greater.

1. If your Control Panel is in Classic View, double-click on Windows Firewall and skip to step C.

2. If your Control Panel is in Category View, click the Security Center icon.
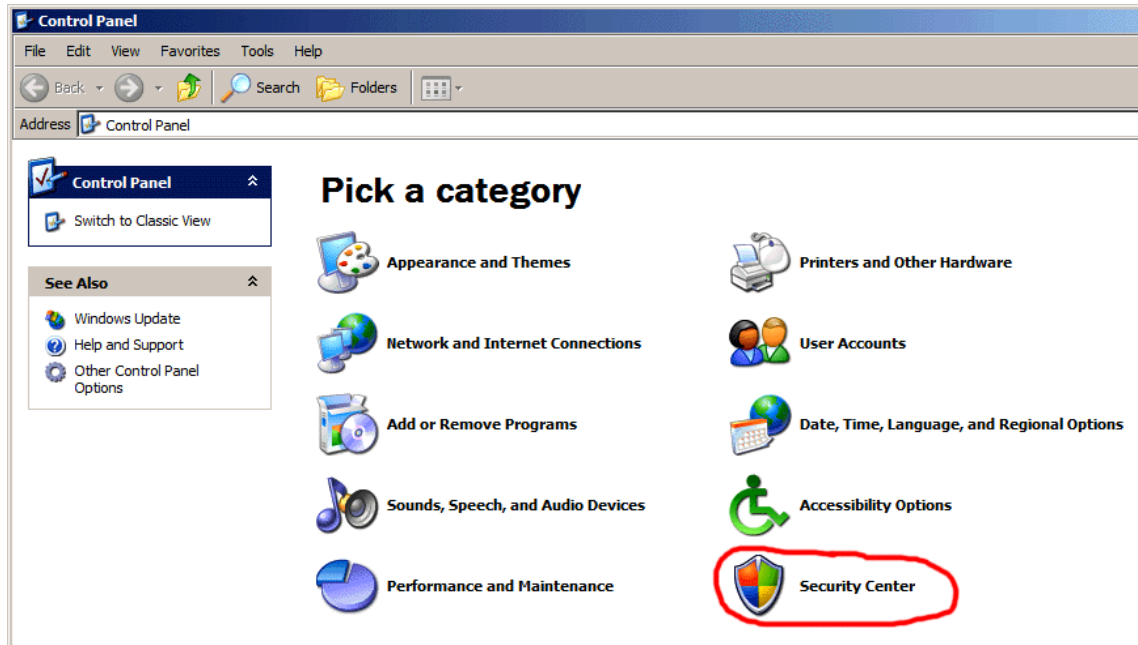
3. In the Security Center, click on Windows Firewall.

C. Disable the Windows Firewall. Click the button next to the item labeled "Off (not recommended)."

NORTON PERSONAL FIREWALL 2006 – FOLLOWING SYSTEM PROMPTS

A. Open the PRISM application. When prompted, choose "Always allow connections…" from the popup menu and click OK. If you are not automatically prompted to Allow the first time you open PRISM or synchronize, please refer to the separate i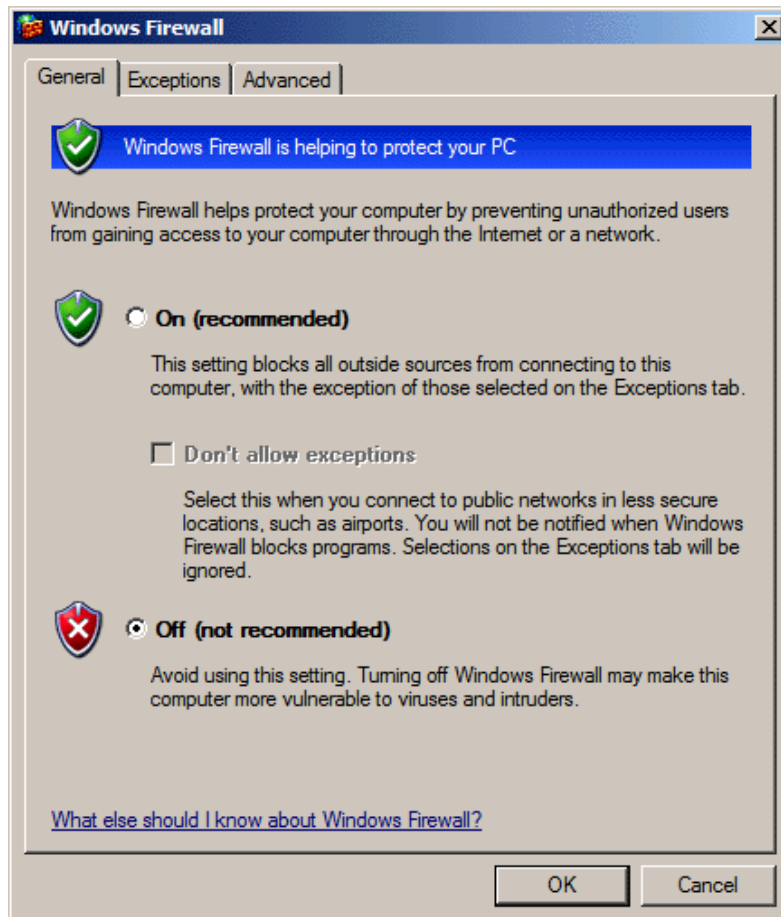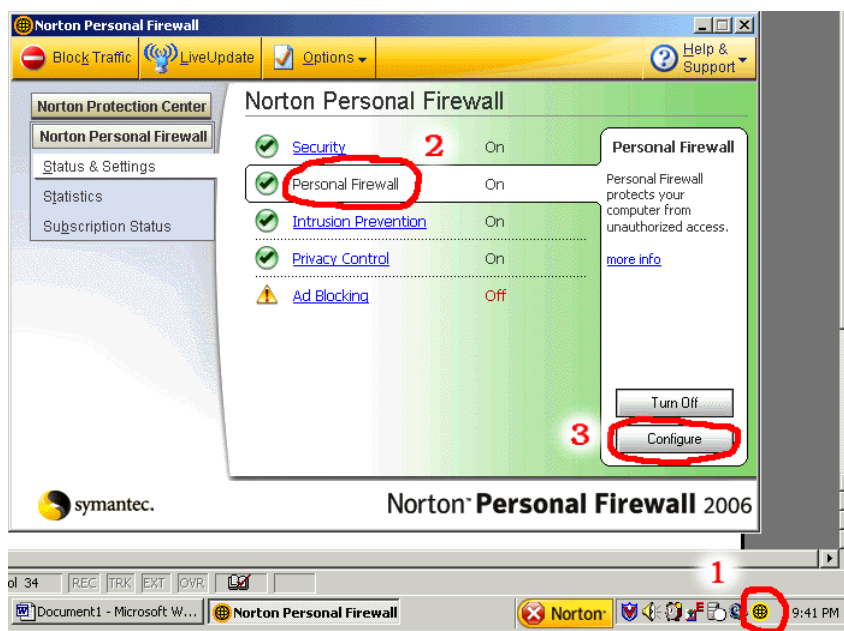nstructions for manually adding PRISM to Norton's permitted programs list. After allowing connections go to another computer and try to synchronize with your own. If synchronization succeeds your firewall is correctly configured.

Norton Personal Firewall

Program Alert

❌ **High Risk**   Alert Assistant

PRISM.Host.exe is attempting to listen for connections from other computers.

Show Details

What do you want to do?

Always allow connections to this program on all ports ▼

OK

B. Open Norton Personal Firewall 2006 configuration window.

1. Double-click the Norton Personal Firewall icon in the corner of the Windows taskbar.

2. Click the Personal Firewall link.

3. Click Configure.

Norton Personal Firewall

🚫 Block Traffic 〔(ᵒ)〕 LiveUpdate ☑ Options ▾   ❓ Help & Support ▾

Norton Protection Center
Norton Personal Firewall
Status & Settings
Statistics
Subscription Status

Norton Personal Firewall

✅ Security   On   **Personal Firewall**
✅ Personal Firewall   On   Personal Firewall protects your computer from unauthorized access.
✅ Intrusion Prevention   On
✅ Privacy Control   On   more info
⚠ Ad Blocking   Off

Turn Off
Configure

symantec.   Norton **Personal Firewall** 2006

ol 34   REC TRK EXT OVR
Document1 - Microsoft W...   Norton Personal Firewall   ❌ Norton   9:41 PM

C. Make sure your network is trusted.

    1. In the Norton Personal Firewall configuration window, click the Networking tab.

    2. Click the Trusted tab.

    3. Click the Wizard… button.
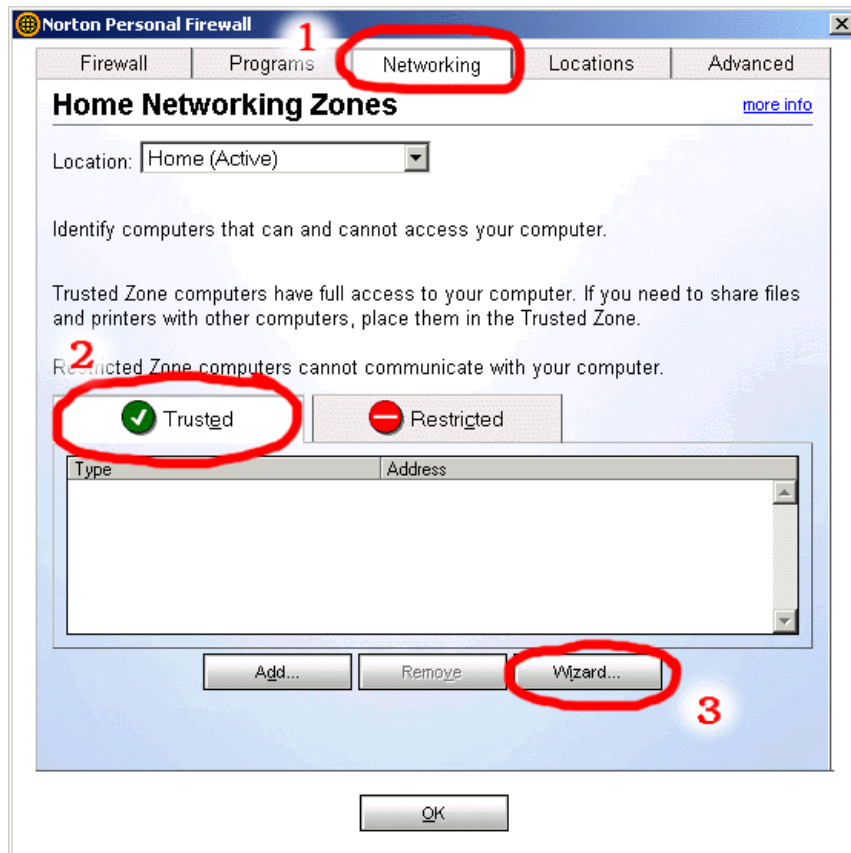
D. Allow the Wizard to automatically create an entry for your trusted network. You will not need to modify any of the Wizard's settings. Click Next several times, then Finish.
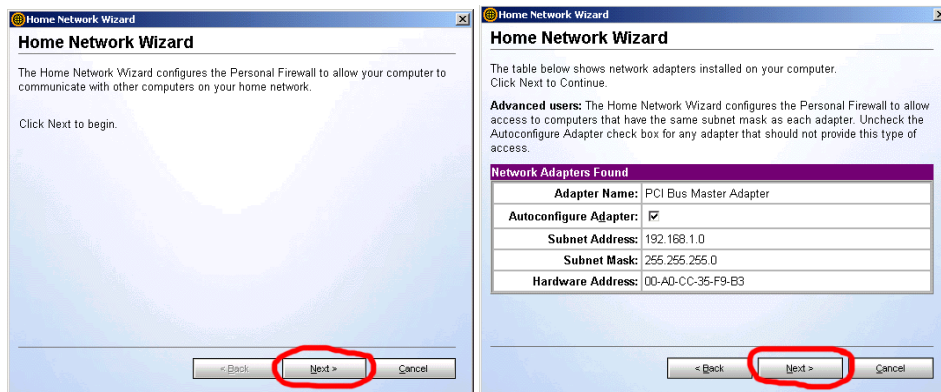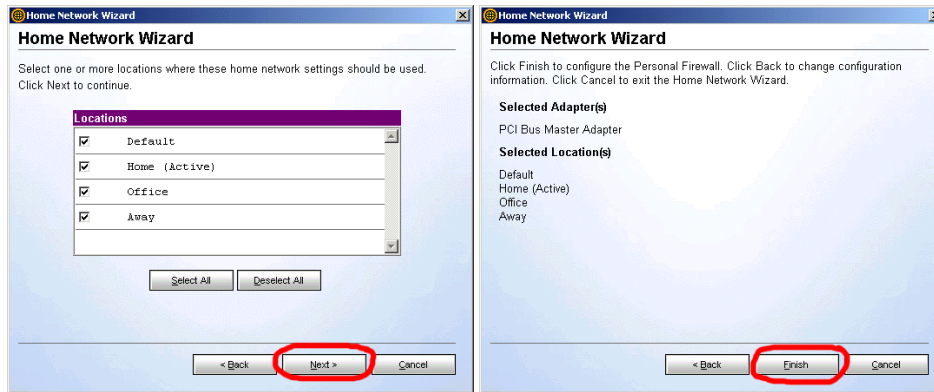
E. Click OK to close the Norton Personal Firewall configuration window.
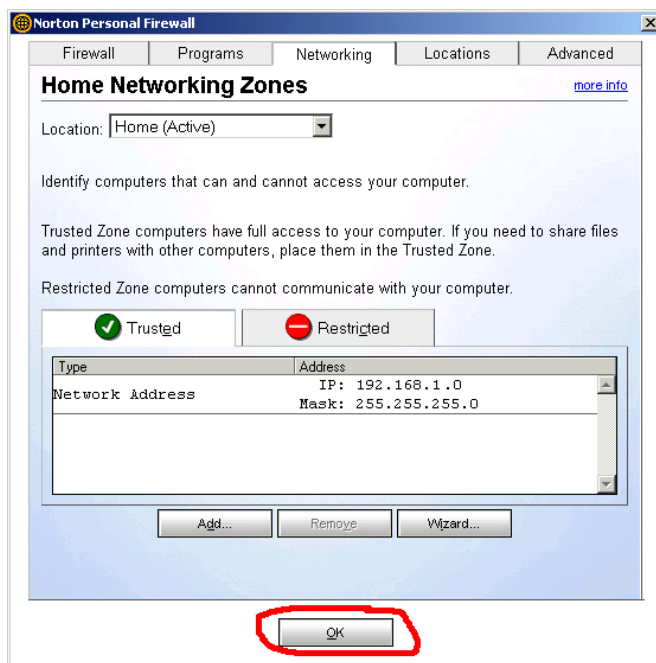
F. Close Norton Personal Firewall by clicking the X in the upper right corner of the window.

G. Try synchronizing from another computer. If problems persist, make sure the Windows Firewall and any other firewalls are disabled. See instructions for disabling the Windows Firewall.

NORTON PERSONAL FIREWALL – CUSTOMIZING FILTERS MANUALLY OR ADDING PRISM

A. Open Norton Personal Firewall 2006 configuration window.

    1.   Double-click the Norton Personal Firewall icon in the corner of the Windows taskbar.

    2.   Click the Personal Firewall link.

    3.   Click Configure.
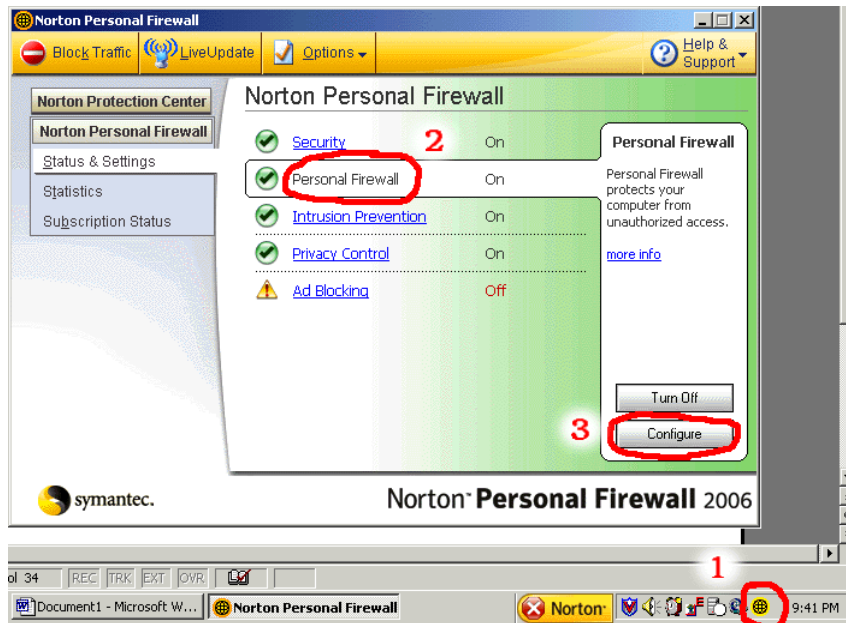
B. Open Programs Configuration tab.

1. In the Norton Personal Firewall configuration window, click the Programs tab.

2. Make sure the word "Active" appears next to the Location field. If it does not, click to the right of Location and choose the location listed as "Active."

3. Scroll through the list of programs under Manual Program Control. If PRISM Instrument Host Application appears in the list, skip to step F.
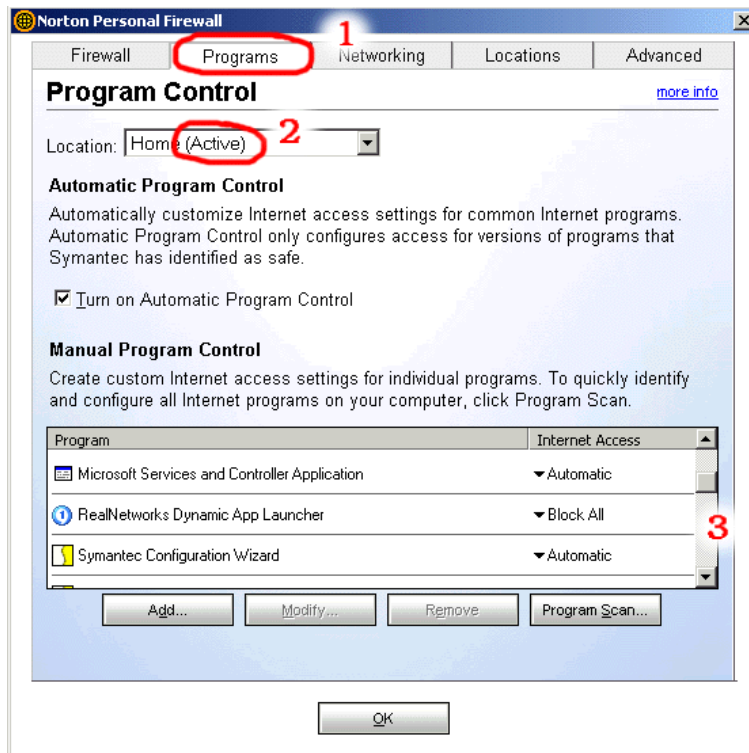
C. Click the Add button to select the PRISM application.

Norton Personal Firewall

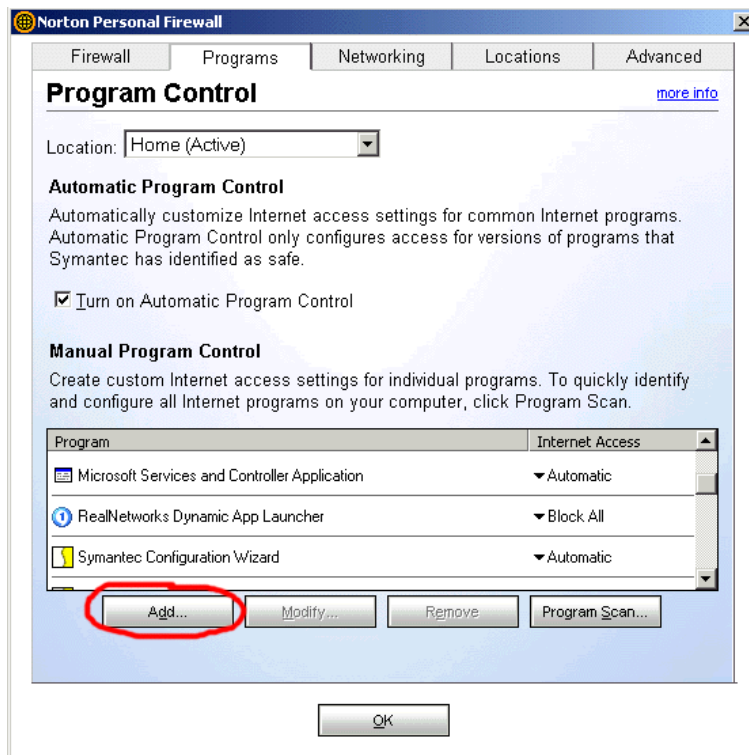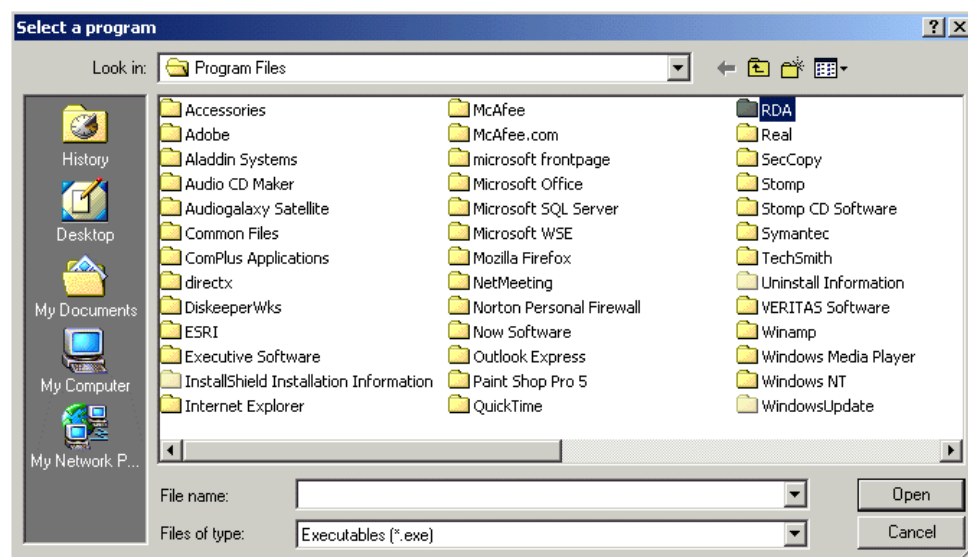| Firewall | Programs | Networking | Locations | Advanced |

Program Control more info

Location: Home (Active)

Automatic Program Control
Automatically customize Internet access settings for common Internet programs. Automatic Program Control only configures access for versions of programs that Symantec has identified as safe.

☑ Turn on Automatic Program Control

Manual Program Control
Create custom Internet access settings for individual programs. To quickly identify and configure all Internet programs on your computer, click Program Scan.

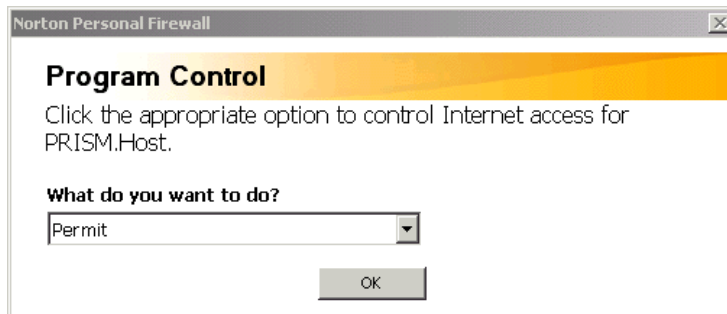| Program	Internet Access
Microsoft Services and Controller Application	▼ Automatic
RealNetworks Dynamic App Launcher	▼ Block All
Symantec Configuration Wizard	▼ Automatic

Add... Modify... Remove Program Scan...

OK

D. In the Select a Program window, navigate to the PRISM.host application and double-click it. By default it is located at C:\Program Files\RDA\PRISM\PRISM.host

Norton will automatically open the Program Files directory. In that directory, double-click the RDA directory, then the PRISM directory. Inside the PRISM directory double-click the file named PRISM.host.

If after double-clicking PRISM.host you receive an error suggesting the application or rule already exists, you may dismiss the error and continue to step F.
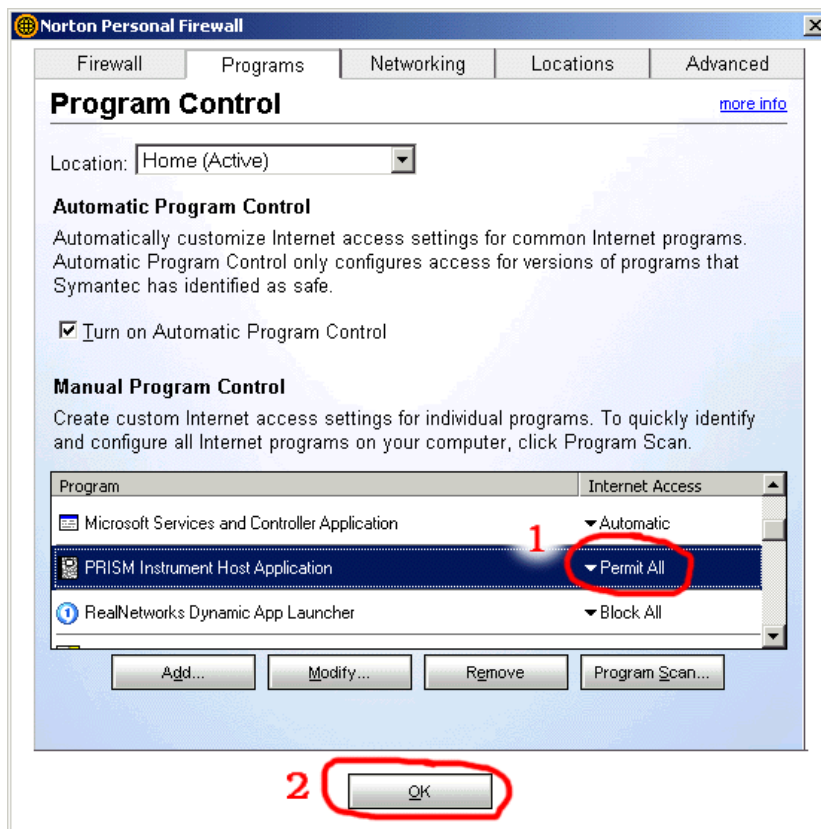
Select a program

Look in: Program Files

Accessories	McAfee	RDA
Adobe	McAfee.com	Real
Aladdin Systems	microsoft frontpage	SecCopy
Audio CD Maker	Microsoft Office	Stomp
Audiogalaxy Satellite	Microsoft SQL Server	Stomp CD Software
Common Files	Microsoft WSE	Symantec
ComPlus Applications	Mozilla Firefox	TechSmith
directx	NetMeeting	Uninstall Information
DiskeeperWks	Norton Personal Firewall	VERITAS Software
ESRI	Now Software	Winamp
Executive Software	Outlook Express	Windows Media Player
InstallShield Installation Information	Paint Shop Pro 5	Windows NT
Internet Explorer	QuickTime	WindowsUpdate

History Desktop My Documents My Computer My Network P...

File name: Open

Files of type: Executables (*.exe) Cancel

E. When prompted, click on the popup menu below "What do you want to do?" and choose Permit, then click OK.

Norton Personal Firewall

Program Control

Click the appropriate option to control Internet access for PRISM.Host.

What do you want to do?

Permit

OK

F. Make sure PRISM's Internet Access is set to Permit All.

1. Scroll through the list of programs under Manual Program Control to locate PRISM Instrument Host Application. On that line, make sure the entry in the Internet Access column is set to Permit All. If it is not, click on the triangle and choose Permit All from the popup menu.

2. Click OK to exit the Norton Personal Firewall Configuration window.

Norton Personal Firewall

| Firewall | Programs | Networking | Locations | Advanced |

Program Control   more info

Location: Home (Active)

Automatic Program Control

Automatically customize Internet access settings for common Internet programs. Automatic Program Control only configures access for versions of programs that Symantec has identified as safe.

☑ Turn on Automatic Program Control

Manual Program Control

Create custom Internet access settings for individual programs. To quickly identify and configure all Internet programs on your computer, click Program Scan.

Program	Internet Access
Microsoft Services and Controller Application	▼ Automatic
PRISM Instrument Host Application	**1** ▼ Permit All
RealNetworks Dynamic App Launcher	▼ Block All

Add...   Modify...   Remove   Program Scan...

2   OK

G. Close Norton Personal Firewall by clicking the X in the upper right corner of the window.

MCAFEE FIREWALL CONFIGURATION – FOLLOWING SYSTEM PROMPTS

A. Open the PRISM application and attempt to synchronize with another user.

B. Click Grant Access when prompted. If you are not prompted to Grant Access the first time you try to synchronize, please refer to the separate instructions for manually granting access. After granting access go to another computer and try to synchronize with your own. When other users can synchronize with your computer your firewall is correctly configured.
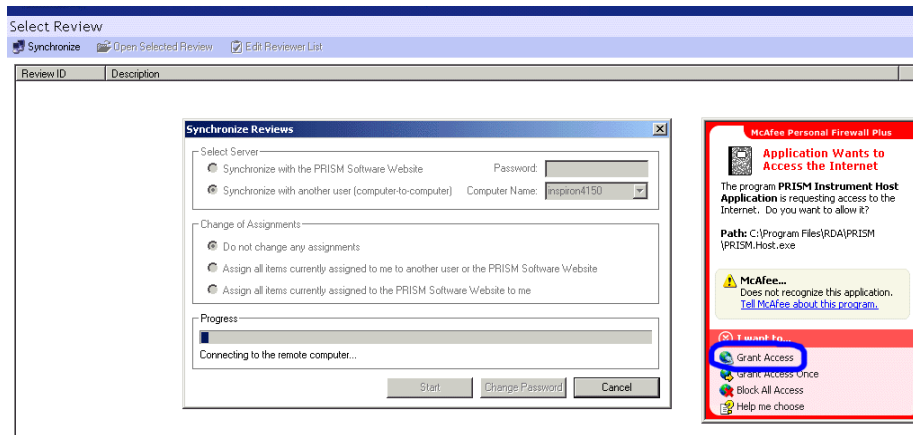
C. Open the Personal Firewall Options.

1. Open the McAfee Security Center by double-clicking the McAfee icon in the corner of the Windows taskbar.

2. Click the Personal Firewall tab on the left hand side of the Security Center window.

3. Click on the Options link.

D. Within the Personal Firewall Options window, click on the Trusted & Banned IPs.
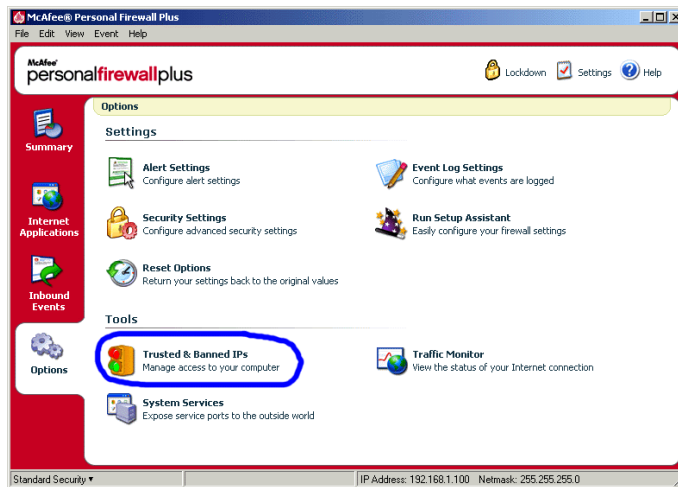
E. Make sure your network is Trusted.

1. Within the Trusted and Banned IP Addresses window, click on the Trusted IP Addresses tab.

2. Within the Trusted IP Addresses tab, make sure there is a check mark next to "LAN."

3. Look at your IP address, shown in the lower left corner of the Personal Firewall window, and make sure it is within the range of IP addresses shown next to the word "LAN." For example, here the range is from 192.168.123.0 to 192.168.123.255, but the IP address 192.168.1.100 is outside that range.

    If your IP address is not within the range, then add a range as described in steps F, G.
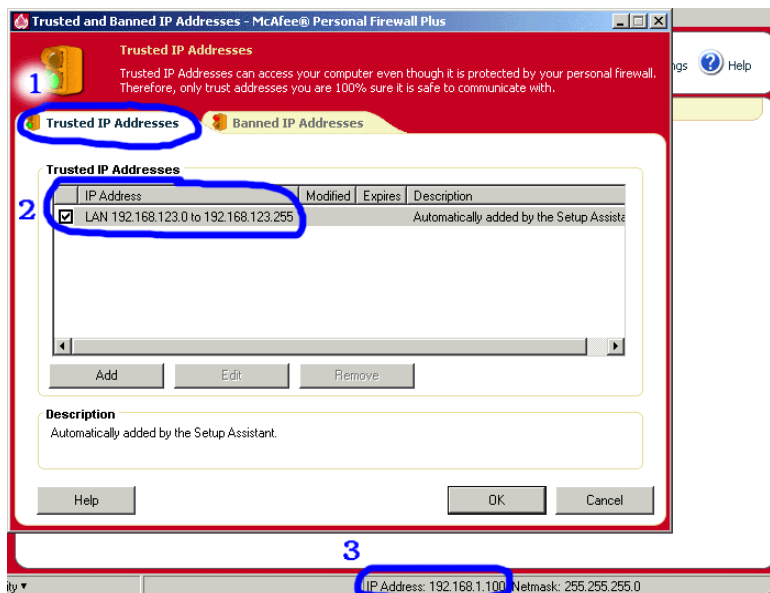
F. Create a new trusted range only if your IP address is not within the trusted range. Click the Add button.
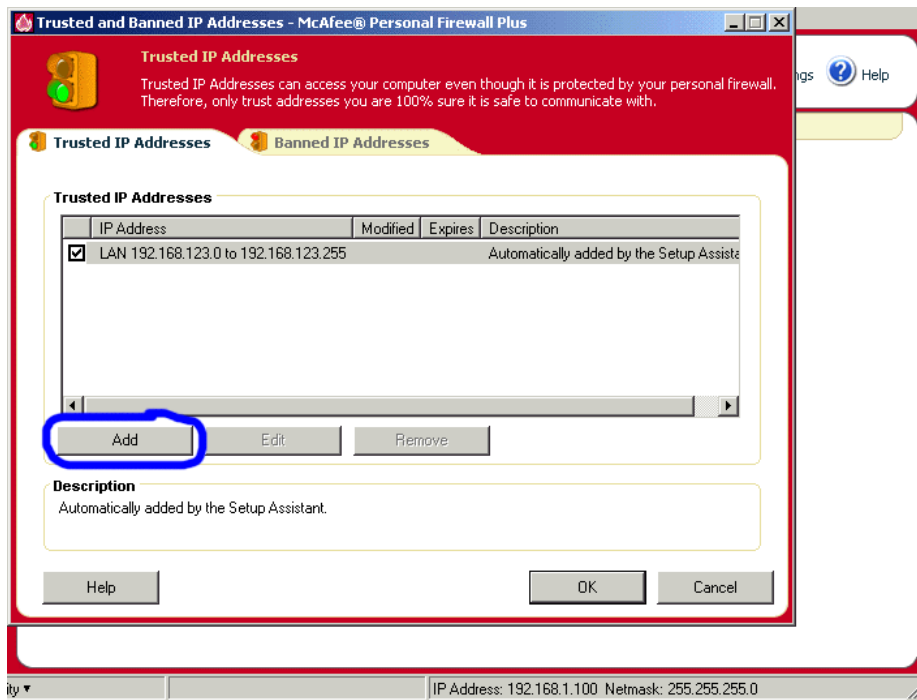
G. Enter the range of trusted addresses.

    1. Click the button next to An IP Address Range.

    2. In the field labeled "From IP address" enter the first three sets of numbers shown in your IP address, but after the last dot use 0 rather than the number from your IP address. In this example, since the IP address is 192.168.1.100, you would enter 192.168.1.0.

    3. In the field labeled "To IP address" enter the first three sets of numbers shown in your IP address, but after the last dot use 255 rather than the number from your IP address. In this example, since the IP address is 192.168.1.100, you would enter 192.168.1.255.

    4. Click OK.
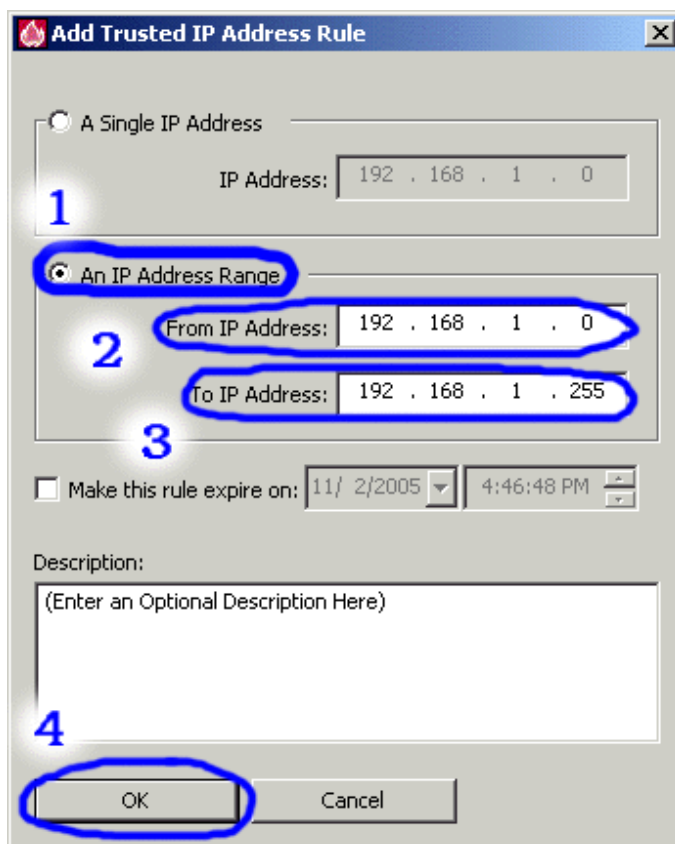
H. Close McAfee.

    1. Close the Trusted and Banned IP Addresses window by clicking OK.

    2. Close the McAfee Personal Firewall window by clicking the X in the window's upper right corner.

    3. Close the McAfee Security Center by clicking the X in the window's upper right corner.

I. Try to synchronize with your computer from another computer. If problems persist make sure the Window firewall on your computer.

MCAFEE FIREWALL: CUSTOMIZING FILTERS MANUALLY OR ADDING PRISM

A. Open the Personal Firewall Options.

      1. Open the McAfee Security Center by double-clicking the McAfee icon in the corner of the Windows taskbar.

      2. Click the Personal Firewall tab on the left hand side of the Security Center window.

   3. Click the View Internet Applications List link.

B. Within the Internet Applications window click New Allowed Application.
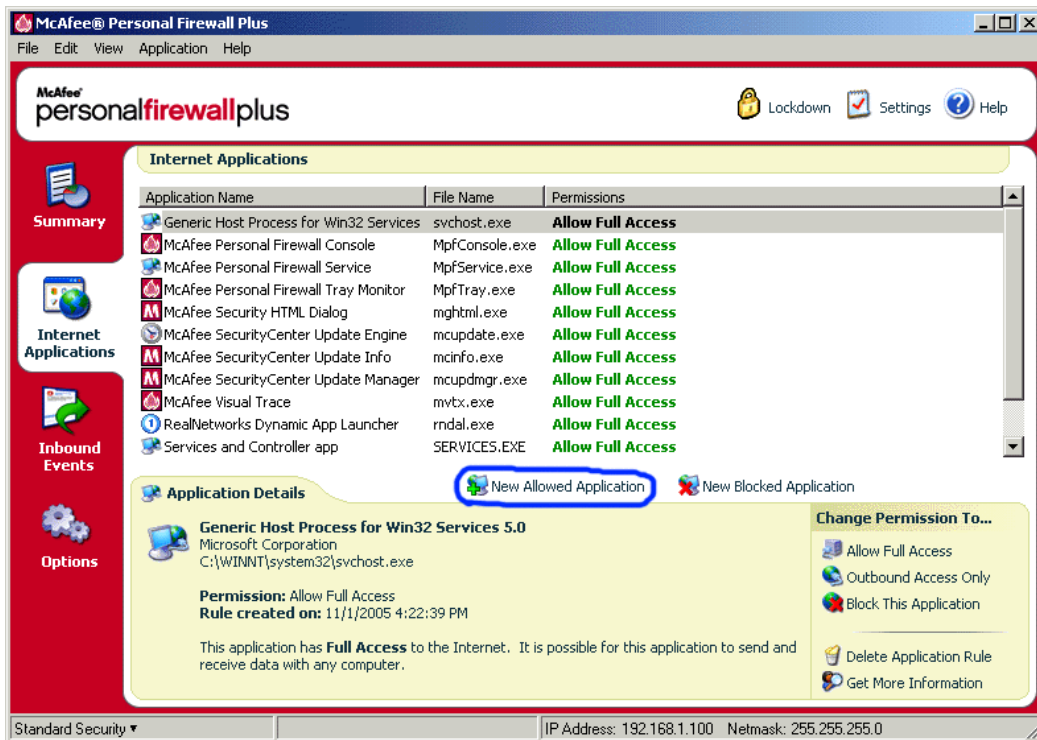
C. Select the Prism application. By default it is located at

C:\Program Files\RDA\PRISM\PRISM.host

McAfee will automatically open the Program Files directory. In that directory, double-click the RDA directory, then the PRISM directory. Inside the PRISM directory double-click the file named PRISM.host.
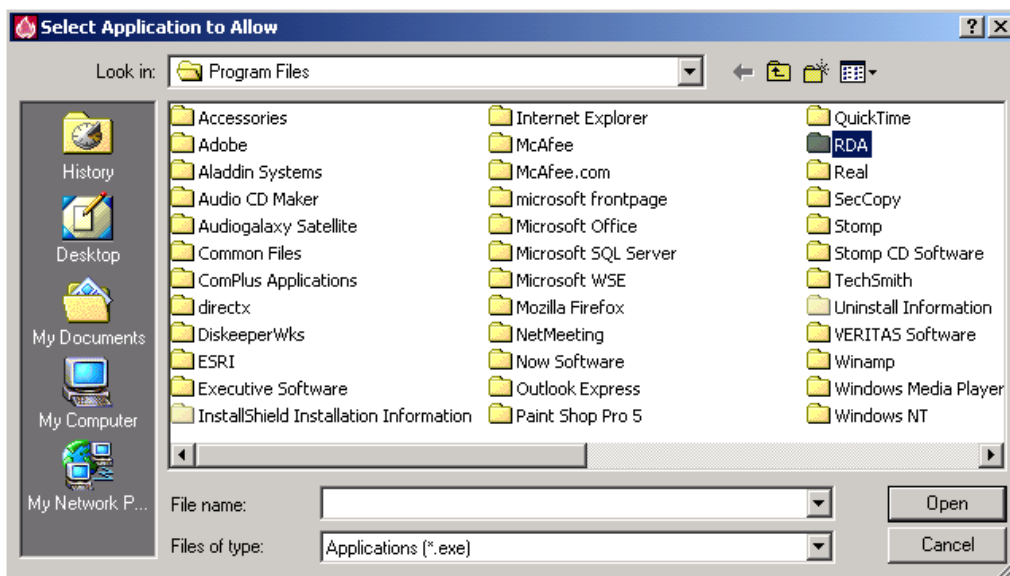
D. If you see a notification that "a rule for this application already exists," click OK.
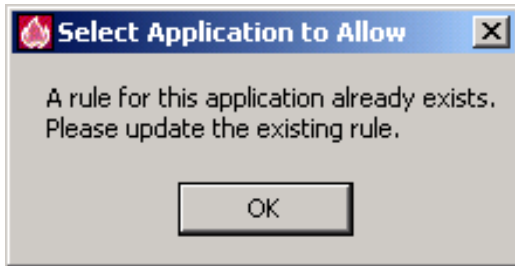
E. Locate the PRISM Instrument Host Application in the list and make sure the Permissions column for that line is set to "Allow Full Access." If it is not, click the right hand mouse button in the permissions column of that line choose "Allow Full Access" from the popup menu.
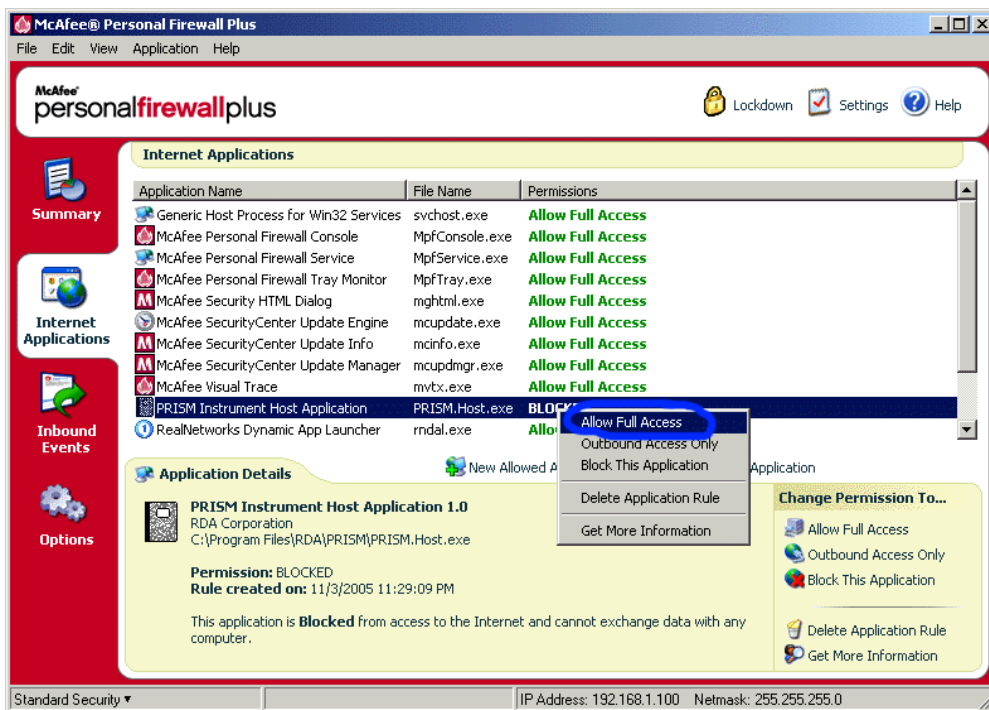
F. Open the firewall Settings by clicking the Settings link in the upper right corner of the Personal Firewall Plus window.
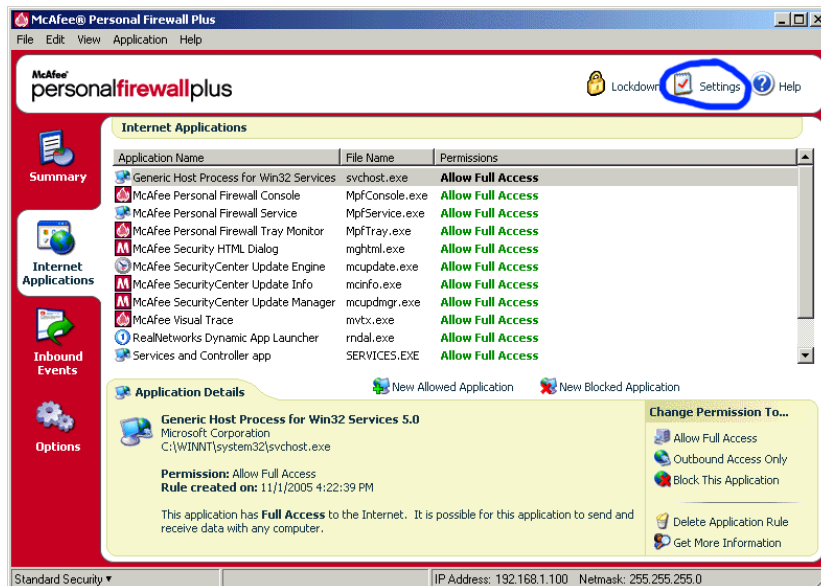
G. If the Security Level slider is set at Lockdown, drag it to a lower Security Level.
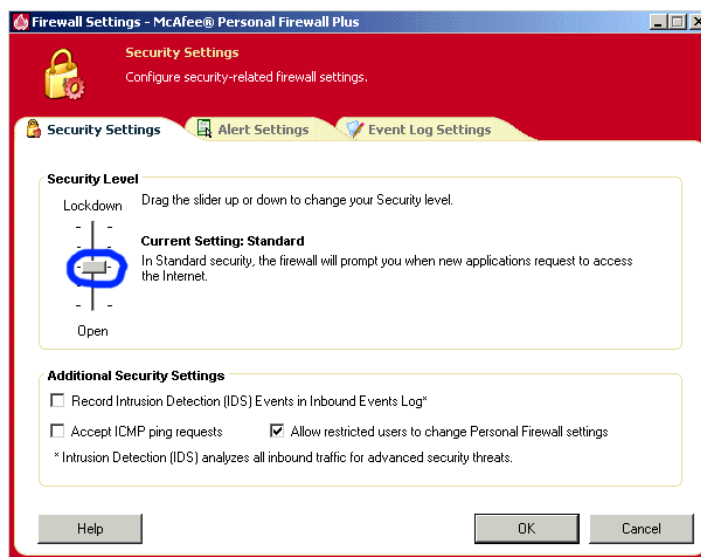

H. Close McAfee.

1. Close the Firewall Settings window by clicking OK.

2. Close the McAfee Personal Firewall window by clicking the X in the window's upper right corner.

3. Close the McAfee Security Center by clicking the X in the window's upper right corner.

ZONE ALARM FREE VERSION – FOLLOWING SYSTEM PROMPTS

NOTE: this product is very similar to ZoneAlarm Pro and EZ Firewall.

    A. Allow PRISM to act as a server.

        1. Open the PRISM application. When prompted, click to put a check-mark in the box next to "Remember this setting." If you are not automatically prompted to Allow the first time you open PRISM, please refer to the separate instructions for manually adding PRISM to ZoneAlarm's trusted programs list.

        2. Click Allow. After allowing connections, try to synchronize from another computer. If synchronization succeeds your firewall is correctly configured.
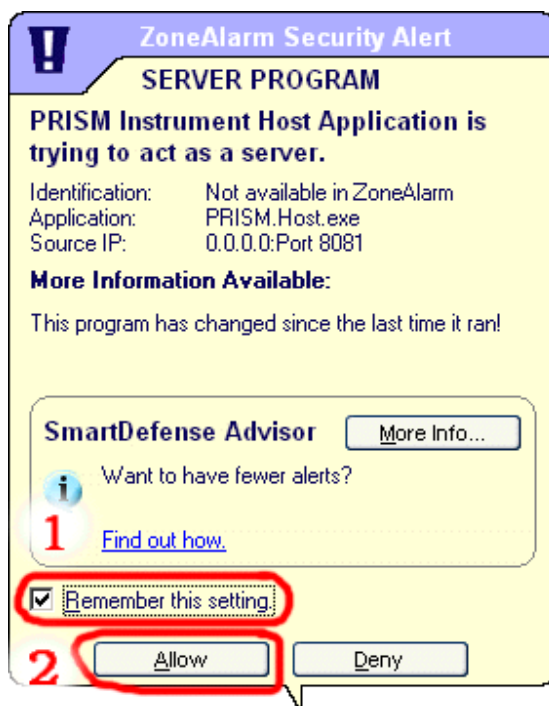

    B. Open Zone Alarm by double-clicking its icon in the Windows taskbar. NOTE: It's icon may change appearance when your computer is communicating with the network.

C. Configure the Trusted Zone Security and Advanced options.

1. Click the firewall button on the left hand side of the ZoneAlarm window.

2. Click the Main tab in the upper right corner of the ZoneAlarm window.

3. Drag the Trusted Zone Security slider to Med.

4. Click the Advanced button.
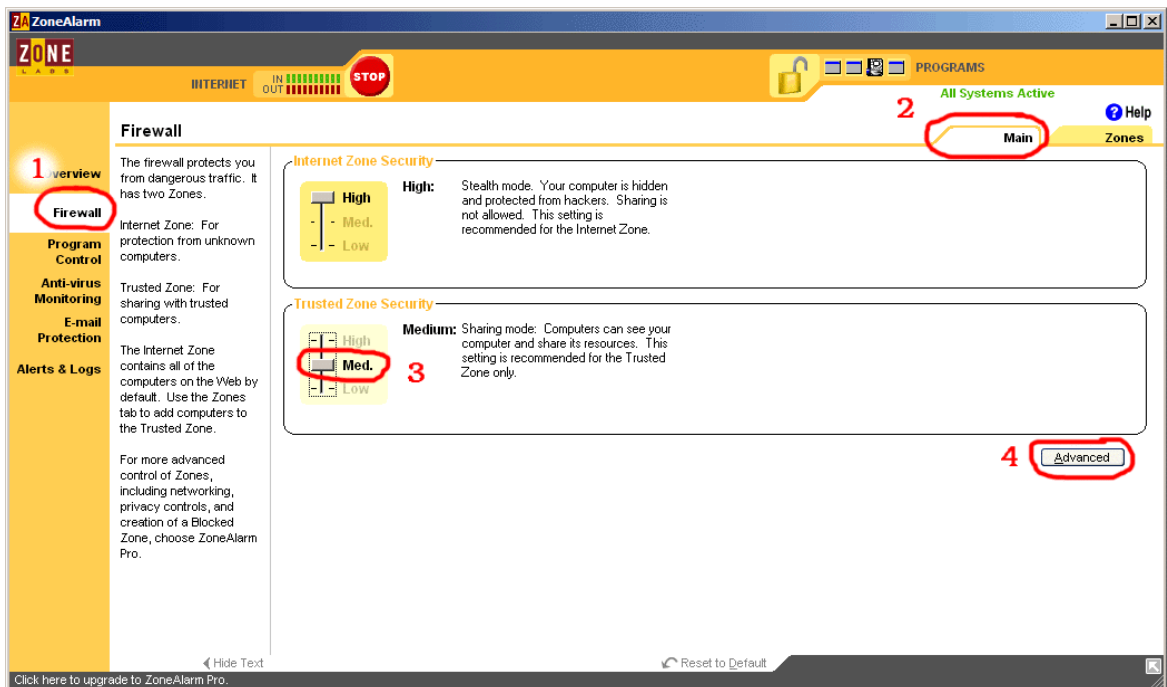
D. Disable the Windows Firewall.

1. Click the box to place a check mark next to the item labeled Disable Windows Firewall.

2. Click OK.
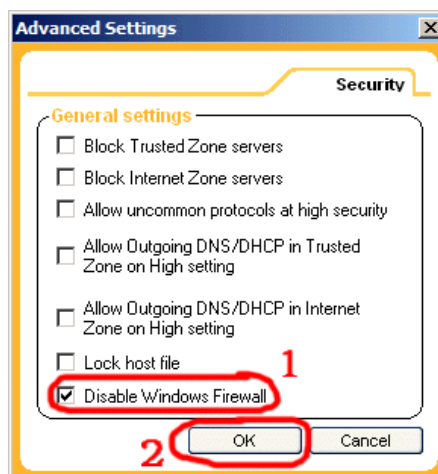
E. Configure your network as a Trusted Zone.

1. Near the top-right of the ZoneAlarm window click the Zones tab.

2. Click in the zone column of the row labeled Adapter Subnet and choose Trusted from the popup menu.

3. Click Apply in the lower left corner of the ZoneAlarm window.
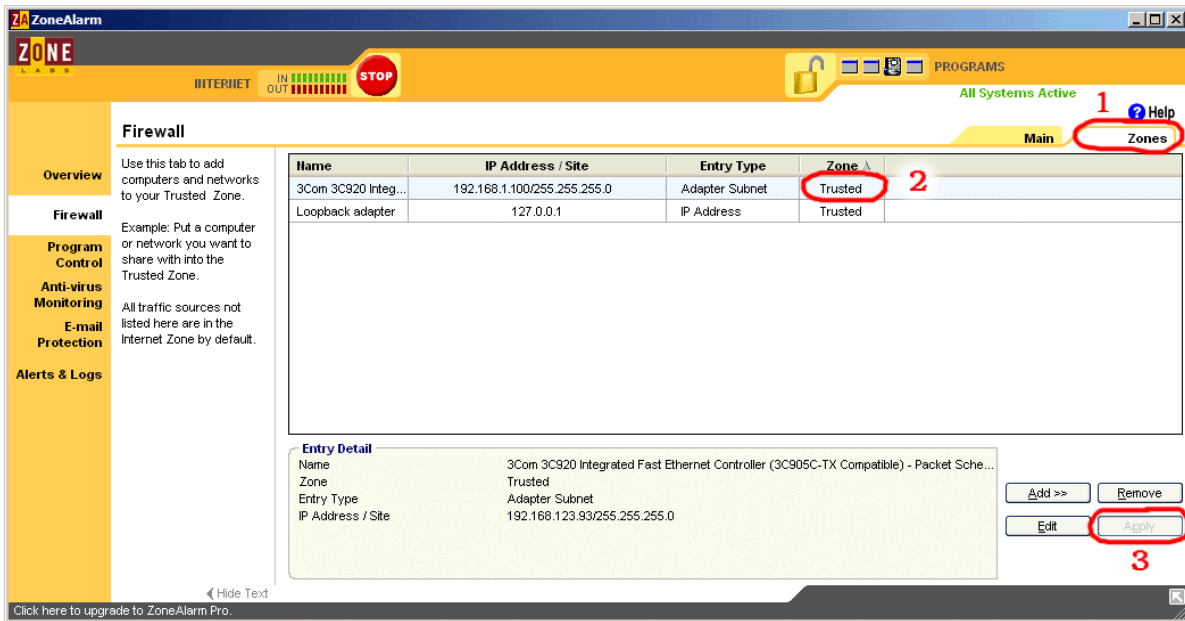
F. Close ZoneAlarm by clicking the X in the upper right corner of the ZoneAlarm window.

**ZONE ALARM FREE VERSION: CUSTOMIZING FILTERS MANUALLY OR ADDING PRISM**

NOTE: this product is very similar to ZoneAlarm Pro and EZ Firewall.

A. Open Zone Alarm by double-clicking its icon in the Windows taskbar. NOTE: It's icon may change appearance when your computer is communicating with the network.


B. Begin adding PRISM to ZoneAlarm's Programs list.

1. Click the Program Control tab on the left hand side of the ZoneAlarm window.

2. Click the Programs tab in the upper right corner of the ZoneAlarm window.
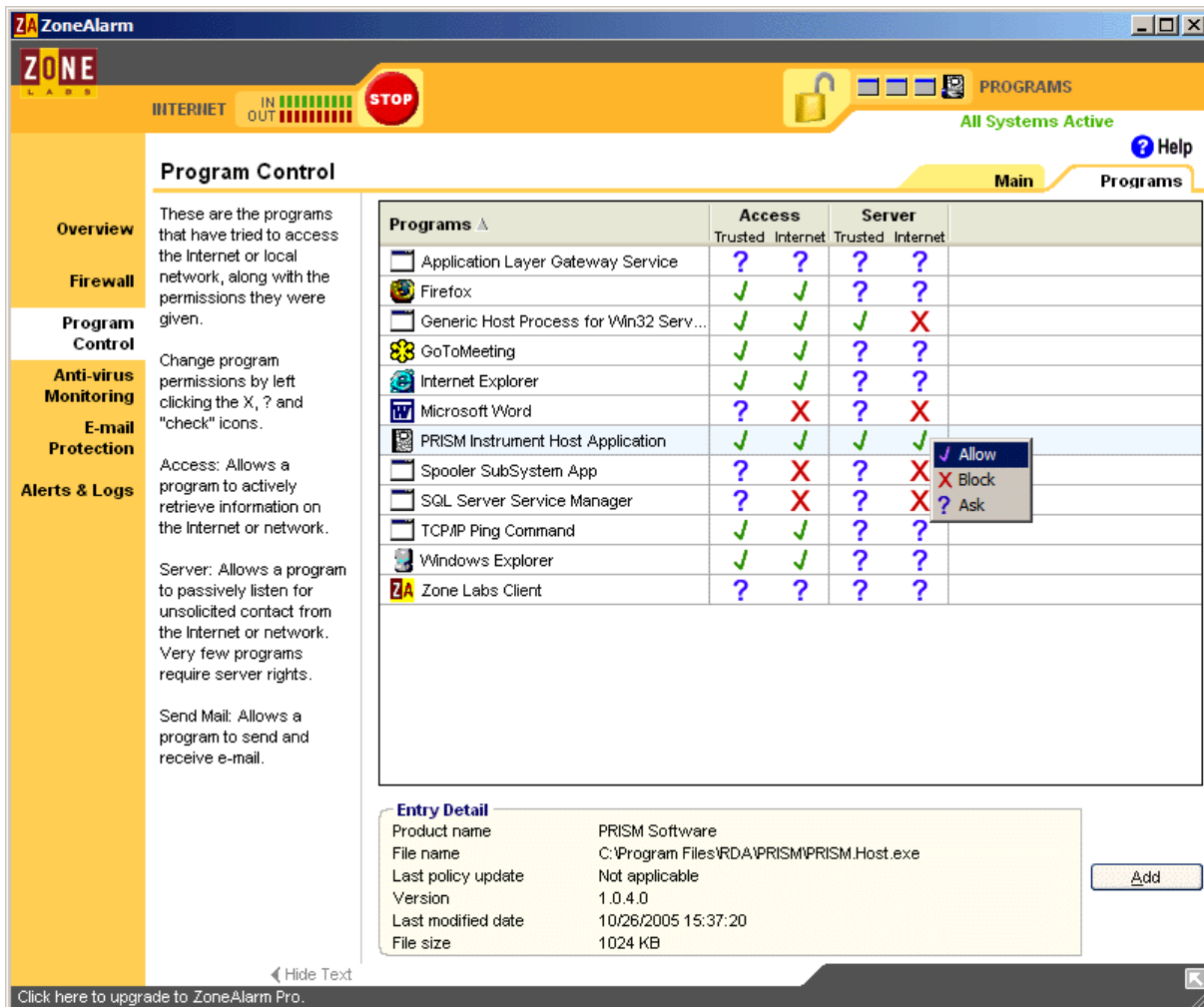
3. Click the Add button.
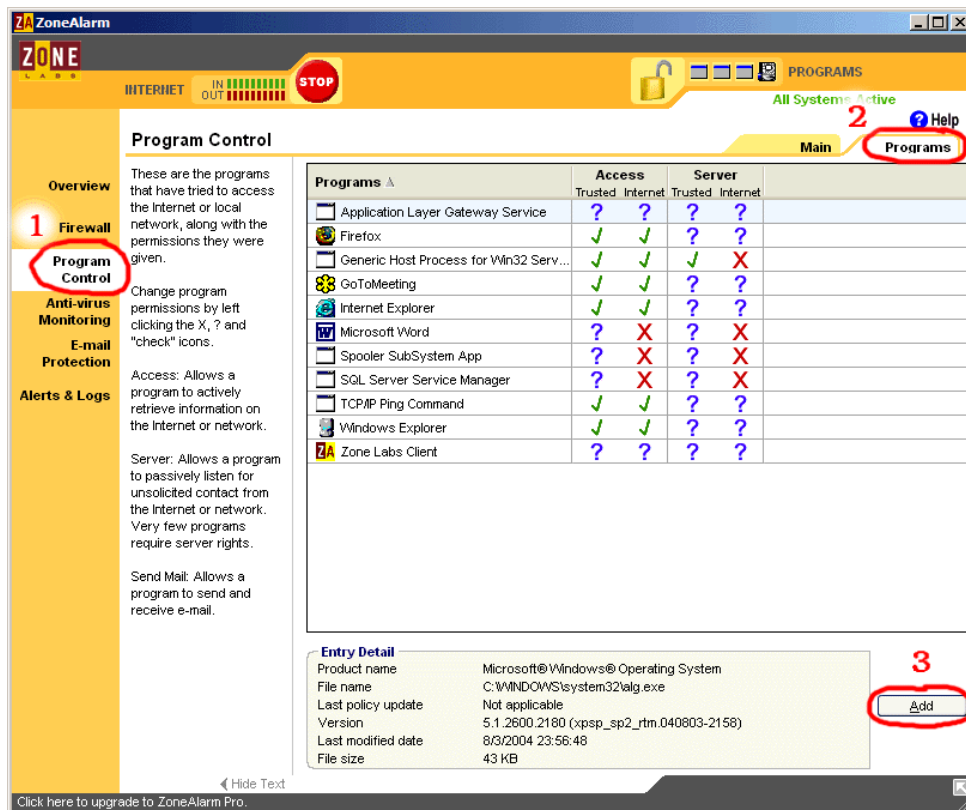
C. In the Select a Program window, navigate to the PRISM.host application and double-click it. By default it is located at   C:\Program Files\RDA\PRISM\PRISM.host

ZoneAlarm will automatically open the Program Files directory. In that directory, double-click the RDA directory, then the PRISM directory. Inside the PRISM directory double-click the file named PRISM.host.
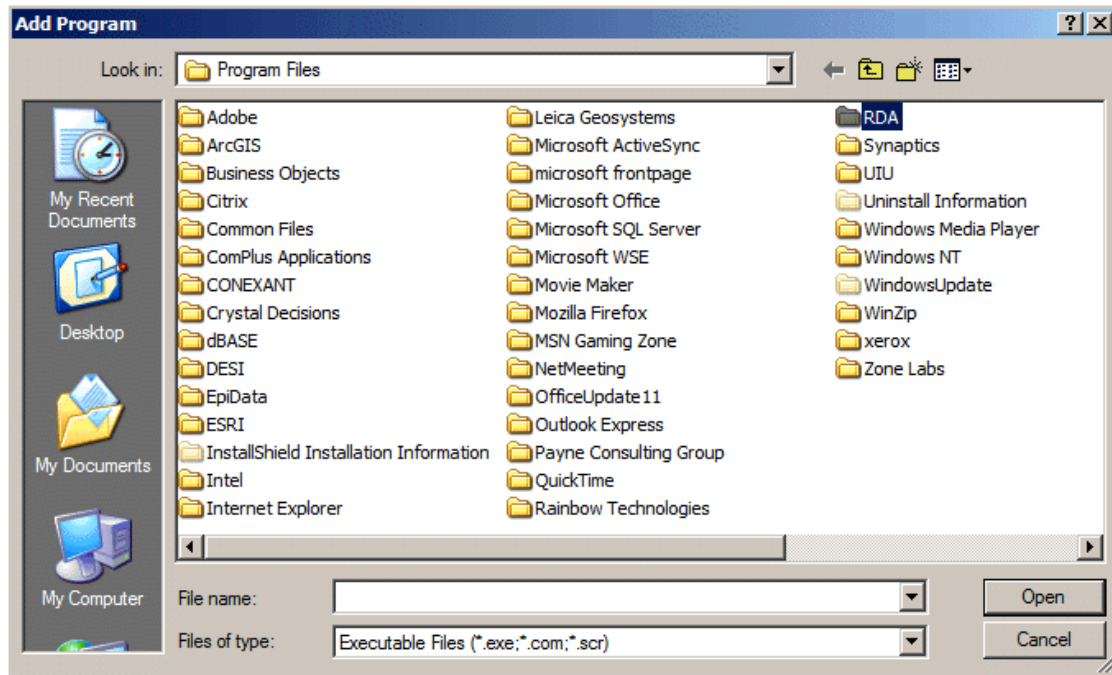
D. Enable network access for PRISM by clicking each question mark to the right of "PRISM Instrument Host Application" and choosing Allow from the popup menu.

E. Close ZoneAlarm by clicking the X in the upper right corner of the ZoneAlarm window.